Agency WITS Administrator (AWA) Processes for Creating/Editing/Revoking WITS Staff Member Accounts for a Behavioral Health Community Crisis Center (BHCCC)

Creating a new WITS staff account

Create and submit an Account Administration support ticket in WITS and attach the signed Idaho WITS User Agreement within five (5) business days of creating the WITS staff member account.

1. Make sure the staff member has read and signed the Idaho WITS User Agreement.

2. Create the staff member's WITS account using the AWA eManual (this document is in process and will be posted to the website by 10/15/2016).
   a. Assign roles to the staff member's account using the BHCCC Staff Roles. Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.

3. Create an Account Administration support ticket (documentation for this process will be posted to the website by 10/15/2016) in WITS within five (5) business days of creating the WITS staff member account.
   a. Include the following information in the Description field of the support ticket:
      i. Add [staff member's name]
      ii. Email address
      iii. Work phone number
      iv. Access - document if they need access to ALL facilities or access only to individual facilities (specify which ones)
      i. Document any requests for elevated privileges. For example, you may request a staff member other than the AWA to have the ability to reset passwords/PINs.

   b. Attach a copy of the signed Idaho WITS User Agreement.

   c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process the Account Administration support within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

Adding an employee to WITS that previously had a WITS account in my agency

Create and submit an Account Administration support ticket in WITS and attach the signed Idaho WITS User Agreement within five (5) business days of creating or reactivating the WITS staff member account.

1. Make sure the staff member has read and signed a new Idaho WITS User Agreement.

2. Review the staff member's previous WITS account.
    a. Look at the User ID. If there are numbers after the User ID such as "brown5478", you will not be able to reactivate the WITS account.
        i. If the account has a User ID similar to the example above, create a new staff account (documentation for this process will be posted to the website by 10/15/2016) for the person.
        ii. If the account does not have a User ID similar to the example above, follow this process:
            - Unlock the staff member's account
            - Remove the end date in the Employment Date Range, End Date field on the staff profile
            - Verify all contact information, access categories, access to facilities, etc. is correct
            - Assign roles to the staff member's account using the BHCCC Staff Roles. Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.

3. Create an Account Administration support ticket (documentation for this process will be posted to the website by 10/15/2016) in WITS within five (5) business days of creating the WITS staff member account.
    a. Include the following information in the Description field of the support ticket:
        i. Add [staff member's name]
        ii. Email address
        iii. Work phone number
        iv. Access - document if they need access to ALL facilities or access only to individual facilities (specify which ones)
        ii. Document any requests for elevated privileges. For example, you may request a staff member other than the AWA to have the ability to reset passwords/PINs.

    b. Attach a copy of the signed Idaho WITS User Agreement.

    c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process the Account Administration support within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

Editing a current staff member's WITS account

Create and submit an Account Administration support ticket in WITS within five (5) business days of making changes to the WITS staff member account.

2. Review and edit the staff member's WITS account.
    a. Edit the staff member's name, email address, credentials, etc.

    b. Edit the assigned roles for the staff member's account using the BHCCC Staff Roles. Give staff the level of access (permissions) required to perform their job. Do not give any roles that are not necessary to complete their job.

3. Create an Account Administration support ticket (documentation for this process will be posted to the website by 10/15/2016) in WITS within five (5) business days of making the changes to the staff member's WITS account.
    a. Include the following information in the Description field of the support ticket:
        i.   Edit [staff member's name]
        ii. Document the type of change, such as change email address [from email 1 to email 2]
        iii. Document any requests for elevated privileges. For example, you may request a staff member other than the AWA to have the ability to reset passwords/PINs.

    b. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process the Account Administration support within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

Revoking a current staff member's WITS account

WITS access should be revoked within <u>24 hours</u> of a user leaving the agency's employment or no longer requiring WITS access to perform their job.

Create and submit an Account Administration support ticket in WITS within five (5) business days revoking a WITS staff member account.

1. Review the staff member's WITS account.
   a. Lock the staff member's WITS account (click Lock Agency Access) within 24 hours of a staff member leaving or no longer requiring WITS access using the AWA eManual (this document is in process and will be posted to the website by 10/15/2016).

   b. Enter an end date in the Employment Date Range, End Date field of the staff member's profile in WITS.

2. Complete an [Idaho WITS Staff Member Revocation form](#) for the staff member. An AWA or a Supervisor must sign the form.

3. Create an Account Administration support ticket (documentation for this process will be posted to the website by 10/15/2016) in WITS within five (5) business days of revoking a staff member's WITS account.
   a. Include the following information in the Description field of the support ticket:
      i. Revoke access for [staff member's name].

   b. Save the support ticket and attach the signed Idaho WITS Staff Member Revocation form.

   c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process the Account Administration support within <u>three (3) business days</u> of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.

Designating a staff member as an AWA

Permissions will be granted after the designated staff member has attended an Agency WITS Administrator training.

AWA roles will be assigned by the Idaho WITS Help Desk.

1. Complete the AWA form.

2. If this is a staff member that already has an active staff member account in WITS in your agency, go to step 4.

3. If this is a staff member who does not currently have an active staff member account in WITS in your agency, make sure they have read and signed a new Idaho WITS User Agreement.
   i. Create the staff member's WITS account using the AWA eManual (this document is in process and will be posted to the website by 10/15/2016). Do not assign any roles to the staff member's account.

4. Create an Account Administration support ticket (documentation for this process will be posted to the website by 10/15/2016) in WITS within five (5) business days of creating the WITS staff member account.
   a. Include the following information in the Description field of the support ticket:
      i. Add [staff member's name] as an AWA.

   b. Attach a copy of the signed Idaho WITS User Agreement (if applicable) and the AWA form.

   c. Submit the support ticket to the WITS Help Desk for processing (click Submit to WITS Admin).

The WITS Help Desk staff will process the Account Administration support within three (3) business days of it being received. When additional information is required, the support ticket will be resolved within two (2) business days of receipt of the additional information. When additional information is requested and a response is not received within five (5) business days, the support ticket will be closed and the request will not be processed.